

# TRICARE Policy and Statistical Analysis Services Contract User's Guide

Awarded to Kennell and Associates, Inc.

A Guide for Users and Managers of the  
TRICARE Policy & Statistical Analysis Services Contract

Office of the Assistant Secretary of Defense (Health Affairs)  
TRICARE Management Activity

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## NOTE TO READERS

This guide contains procedures for using and managing the Policy & Statistical Analysis Services (P&SAS) contract, awarded to Kennell and Associates, Inc. The P&SAS contract was awarded in 2002 and is structured as an Indefinite Delivery/Indefinite Quantity (ID/IQ) contract. Task Acceptance Forms (TAF) are issued allowing the contractor to accept work assignments. The P&SAS contract may be used by the TRICARE Management Activity (TMA), Health Affairs, regional Lead Agent offices, and TRICARE Regional Offices.

*This guide is an internal Government document used solely to inform Government personnel of relevant organizational structures, contract administration responsibilities under the P&SAS contract, and procedures relevant to managing the individual tasks. Nothing contained in this guide should be construed or interpreted as providing or bestowing any rights, privileges, defenses, claims or benefits to any contractor. This guide does not supersede, void, cancel or replace any applicable laws, regulations or terms contained in the specific contract. Applicable laws, regulations and terms contained in the relevant contract control over any inconsistencies that are contained in or attributed to this guide.*

If you have questions about the responsibilities or procedures in this guide, please contact TMA's Resource Management Private Sector Care Requirements and Integration (PSCR&I) Division at the address or telephone number listed below:

Office of the Assistant Secretary of Defense (Health Affairs)  
TRICARE Management Activity  
TMA RM PSCR&I  
5111 Leesburg Pike, Suite 550  
Falls Church, VA 22041

Telephone: (703) 681-3492  
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This guide is available on the HA home page at  
<http://www.tricare.osd.mil/contracting/tmamenu.cfm>

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## GUIDELINES FOR USERS AND MANAGERS OF THE POLICY & STATISTICAL ANALYSIS SERVICES CONTRACT

1. **INTRODUCTION.** The Defense Contracting Command - Washington (DCC-W) has awarded an Indefinite Delivery/Indefinite Quantity contract to Kennell and Associates to provide policy and statistical analysis support to TMA, Health Affairs, regional Lead Agent offices, and TRICARE Regional Offices (TROs). Tasks can be issued under this contract by following the procedures outlined in this guide.
  - 1.1. **POINT OF CONTACT.** For additional details on the scope or ordering process, contact the Policy & Statistical Analysis Services Contract Contracting Officer's Representative (COR) using the information provided below:

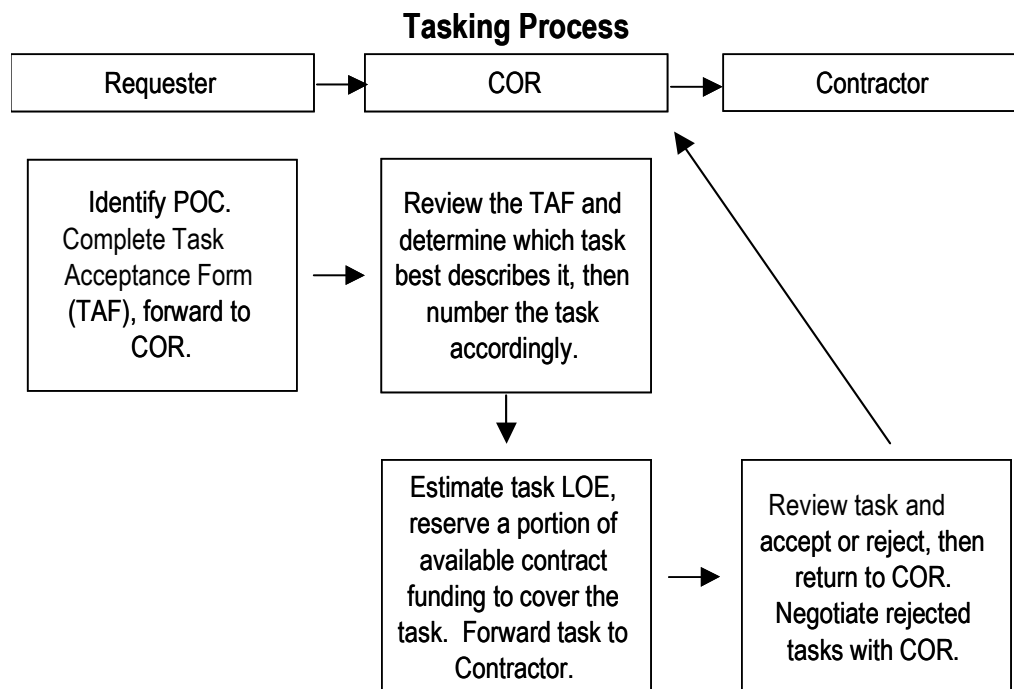
Office of the Assistant Secretary of Defense (Health Affairs)  
TRICARE Management Activity  
Private Sector Care Requirements & Integration (PSCR&I) Division  
Resource Management  
5111 Leesburg Pike, Suite 810  
Falls Church, VA 22041-3201

Telephone: (703) 681-3492 ext.4036 / FAX Number: (703) 681-4559
  - 1.2. **CONTRACT TYPE.** This ID/IQ contract provides for Fixed Price Award Fee (FPAF) tasking.
  - 1.3. **SCOPE OF WORK.** The scope of this contract encompasses the nine tasks listed below:

Financial Planning, Analysis, and Management  
Policy Support  
Procurement Support  
Contract Cost Adjustment  
Reimbursement Support  
Cost Certification  
Medicare  
Information Systems Support, and  
Educational Support.

A link to the full descriptions of these task areas is available in Section 3.5, Forms and Helps.
  - 1.4. **AUTHORIZATION TO USE THIS CONTRACT.** This contract may be used by the Deputy Assistant Secretary of Defense (Health Affairs), TMA, regional Lead Agent offices, and TRICARE Regional Offices in the support of TRICARE and Military Health Systems (MHS) contracts.

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2. **ROLES AND RESPONSIBILITIES.** Three participants are key to the task process under this contract: the Requester, the COR, and the Contractor. The roles of these participants are summarized below.
- 2.1. **REQUESTER.** The Requester is responsible for defining requirements, preparing supporting documentation, and managing the resulting task. The Requester will interface with the Contractor and the COR on matters concerning the tasks.
- 2.2. **CONTRACTING OFFICER’S REPRESENTATIVE (COR).** The COR is responsible for reviewing, interpreting, and approving task requests, generating an Estimated Level of Effort (LOE), forwarding tasks to the Contractor, ensuring funds exist on the contract for each task, coordinating contract modifications with the Contracting Officer, resolving issues with the Contractor, and reviewing and accepting invoices.
- 2.3. **CONTRACTOR.** The Contractor is responsible for accepting finalized tasks, performing work in accordance with issued tasks, and preparing and submitting specified deliverables.
3. **USING THIS CONTRACT.** Use of this contract requires a task, deliverables, invoicing, problem resolution, and task evaluation. Each of these steps, and the parties responsible for coordinating to complete them, is described below.
- 3.1. **TASKING THE CONTRACTOR.** Tasking the Contractor under this contract requires task package preparation, LOE determination, and formal acceptance, as shown below:



**Figure 1**

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3.1.1. **TASK PACKAGE.** A task is issued to the Contractor through a *Task Package*. Prepared by the Requester with the COR's assistance, the Task Package consists of all documents necessary for the Contractor to understand and accept the work requested. The Requester and COR work together to generate the Task Package; the COR forwards it to the Contractor.

3.1.1.1. **REQUESTER.** The Requester is responsible for serving as the task POC and completing the TAF.

If travel is necessary to complete this task, the Requester must also complete a Travel Request as an attachment to the TAF.

- a. **POC IDENTIFICATION.** In each task statement, the Requester must identify a POC (usually the Requester) to serve as a single, knowledgeable point of contact for actions associated with the tasking. The POC should be available for consultation until completion of the task.
- b. **TASK ACCEPTANCE FORM (TAF).** The POC prepares a TAF describing the technical requirements and performance metrics of the order and providing basic information needed to issue the task. To the maximum extent possible, the requirements should take the form of defining the "outcome" desired, rather than "how" to do it. This approach is known as "performance-based". It should, in reasonable detail, describe what the Contractor must do, produce and deliver to meet the needs of the Government. These elements of the task package are forwarded to the COR. Refer to Section 3.5, Forms and Helps, to access an electronic copy of the TAF.
- c. **TRAVEL REQUEST.** Some tasks under this contract may require travel. In those cases, the requester must complete a Travel Request and forward it to the COR along with the TAF. Travel requests must be received by the COR no less than 2 weeks from the travel date requested. Refer to Section 3.5, Forms and Helps, to access an electronic copy of the Travel Request.

3.1.1.2. **COR.** The COR is responsible for completing the Task Package by 1) ensuring that the requester's task description lies within the scope of the tasks defined in the contract, and 2) estimating the level of effort required to complete the task.

- a. **TASK NUMBER.** The COR reviews the task description provided by the Requester on the TAF, and determines which task or tasks in the contract permit such work. The COR numbers the task using a numbering sequence that indicates which task, and then prepares the estimated LOE.

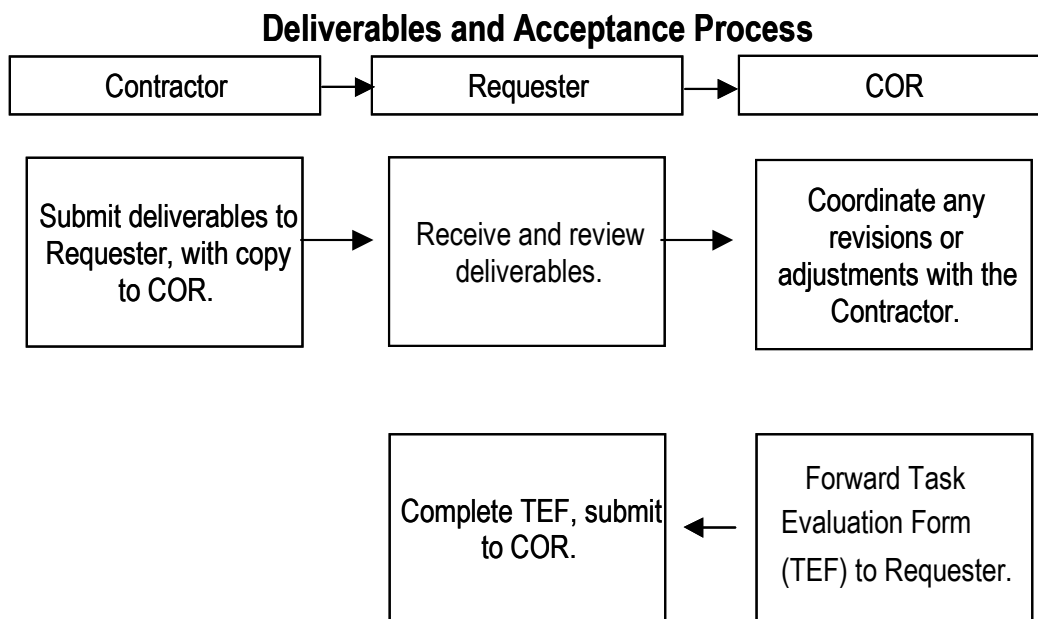
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b. **ESTIMATED LOE.** Using knowledge and familiarity with task complexity and the contractor's capabilities, the COR estimates the LOE for the task. For each task category, the contract authorizes a specific number of days for the Contractor to complete the task (30 days unless otherwise specified). Task categories are performed according to the labor categories outlined in the contract. The COR notes the labor categories and estimated number of hours and reserves a portion of the funding available on the contract to satisfy the approved LOE required for the task.

3.1.2. **CONTRACTOR.** The Contractor accepts or rejects the task as ordered. If accepting the task, the Contractor indicates acceptance on the TAF, returns it to the COR electronically, and begins to perform the work as specified in the task statement, and in accordance with the approved LOE.

Alternatively, if the Contractor finds the task unacceptable as ordered, they may reject the task by indicating such on the TAF. The Contractor sends the rejected TAF to the COR electronically. Upon receipt, the COR negotiates with the Contractor to determine reasonable requirements for the task.

3.2. **DELIVERABLES.** The process for submitting, reviewing, accepting, and evaluating deliverables is outlined in the graphic below:



**Figure 2**

3.2.1. **CONTRACTOR.** The Contractor submits deliverables, in accordance with the contract and task specifications, to the Requester with a copy to COR.

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3.2.2. **REQUESTER.** It is the Requester's responsibility to receive and carefully review each technical deliverable to determine whether it satisfies the requirements specified in the task.

If the Requester requires clarification, or additional work, the Requester must immediately notify both the Contractor and the COR.

3.2.3. **COR.** After the COR receives and logs the deliverable, the COR electronically forwards a TEF, with the top portion completed, to the Requester. Within 14 days of receipt, the Requester should complete the TEF and return it to the COR electronically. The COR maintains the completed TEFs for later use in the award fee determination process. Refer to Section 3.5, Forms and Helps, to access an electronic copy of the TEF.

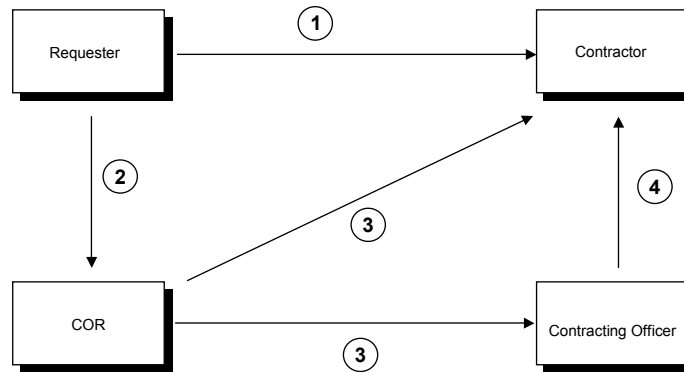
3.3. **INVOICING.** The Contractor submits invoices to the COR on a monthly basis. The COR logs the invoice and ensures that sufficient funding is available to pay the invoice. If the amount invoiced is acceptable, the COR signs the invoice/receiving report and forwards it to DFAS for processing and payment.

*With the launch of the Wide Area Workflow Release System (WAWF) throughout TMA, invoice creation, review, acceptance, and payment will take place online. Invoices are instantly forwarded to the individual responsible for the next action of the invoice. The WAWF is sponsored by the Defense Information Systems Agency (DISA) and the Defense Finance and Accounting Service (DFAS).*

3.4. **PROBLEM RESOLUTION.** Development and maintenance of strong, positive business relationships between the Government and the Contractor is strongly encouraged. However, there may be instances in which problems develop that will require resolution. Figure 3 depicts the process for resolving problems that may arise during the life of the order.



## ***PROBLEM RESOLUTION PROCESS***



**Figure 3**

① The Requester identifies and addresses the problem directly with the Contractor (with a copy to the COR), creating written notes or emails for the file.

② If informal resolution cannot be reached, the Requester shall refer the problem to the COR. The Requester should provide the COR with copies of all pertinent materials, including, for example, the progress reports, briefing materials, notes of conversations with the Contractor, and copies of emails/correspondence.

③ The COR and Requester will then address the problem with the Contractor. If resolution still cannot be reached, the COR will involve the KO.

④ The KO, COR, and Requester discuss the problem with the Contractor. All parties will be involved in all steps of the problem resolution process.

3.5. **FORMS AND HELPS.** Each of the documents required in the tasking process is available by clicking a title below. Acronyms used in this document, and a description of the P&SAS contract task areas, are also accessible below.

3.5.1. [Acronyms](#)

A list of acronyms used in this document and their meaning.

3.5.2. [Description of Task Areas](#)

Tasks available under this contract as described in Section C.

3.5.3. [Task Acceptance Form](#)

Form completed by a Requester to task the Contractor under this contract.

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3.5.4. [Travel Request](#)

Form required to allow travel on a task under this contract.

3.5.5. [Task Evaluation Form](#)

Form completed by the Requester at task conclusion, indicating the quality of the Contractor's performance. *(This form is electronically forwarded to the Requester with the top portion completed by the COR. The Requester completes the Task Evaluation Form and returns it to the COR electronically within the time specified.)*